MTS
Prepaid Wireless

User Guide

mts.ca/prepaid

MTS®

Quick Reference Guide

	From your MTS Prepaid Wireless phone	From your Home phone or when you are in another province	From a personal computer
Account Management	#TALK (#8255)	1 888 283-1873	mts.ca/prepaidaccount
Adding airtime with credit card	#TALK (#8255) or #TIME (#8463)	1 888 283-1873 or 1 877 629-8646	mts.ca/prepaidaccount
Adding airtime with debit card			mts.ca/prepaidaccount
Instant access to adding airtime	#ADD (#233)		mts.ca/prepaidaccount
Customer Service	611	204 225-5687 (CALLMTS) or 1 800 806-5819	

Prepaid Airtime Card

Prepaid airtime cards are available from:

- MTS Connect stores
- CIBC automatic bank machines
- Convenience stores such as 7-Eleven and Mac's
- Gas stations such as Petro-Canada and Shell
- Other outlets including Best Buy, Future Shop, Canada Post outlets, Shoppers Drug Mart, London Drugs and Wal-Mart

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MTS Prepaid Wireless

Welcome to MTS Prepaid Wireless. This guide will help you love your phone!

With MTS Prepaid Wireless you are in control!
You pick your plan, your features, and how you manage your account, whether over the phone or over the Internet.

With MTS Prepaid Wireless you can enjoy:

- **No long-term contracts**
- **No credit checks**
- **No surprises**

For specific details about your phone, please refer to your handset manufacturer's guide.

Getting Started is Easy

1. Attach your battery and charge your phone for 24 hours.

2. Activate your new phone by calling **1 800 806-5819** from any phone, other than your MTS Prepaid Wireless phone. Make sure you have a pen and paper ready. If you are activating an HSPA device, please have your SIM card ready – you will need the number on the back of it.

3. One of our customer care representatives will assist you in programming your phone and will activate it. If you are using an HSPA phone, you will need to have the SIM card inserted before use (ask your customer care rep, or review your phone's manual for instructions if required).

4. If you are a new customer to MTS Prepaid Wireless, you may receive an activation airtime credit. This credit is for new accounts only, and will be applied at the time of activation.

5. You are now ready to go.

Note: Locked hardware can be unlocked for a one-time fee of $50. All hardware is new and locked, unless otherwise specified. MTS may unlock hardware, upon request, for the unlock fee stated herein provided you have sufficient funds in your prepaid account. Activation and programming of your phone is free through a call to 1 800 806-5819. If you would rather activate your phone in person, please contact one of our MTS Connect stores. Activation and programming at a store location is subject to a dealer activation charge (approximately $25).

Your Account

Tracking Your Account Balance

Check your balance, expiration date and rate plan at any time by:

- dialing **#TALK (#8255)** from your wireless phone
- calling **1 888 283-1873** from a landline phone
- visiting **mts.ca/prepaidaccount**
- NOTE: Your default password for both numbers listed above is 1234

Keeping Your Account Active

To ensure that you don't lose your minutes, it is important to check your account balance often, and to add airtime to your account before your balance expires.

Please remember the following tips:

- You will have a 7-day grace period after your balance expires to top-up your account. If you don't top-up within or before this timeframe, you will lose all the money on your account.

- If your account balance is $0 for 180 days in a row, your service will be disconnected. You can always sign up again by visiting an MTS Connect store, but you will get a new number. HSPA customers will need to get a new SIM card.

- If your balance reaches $0 while you are on a call, your call will end, and your phone service will be inactive until you top-up your account.

Online Account (mts.ca/prepaidaccount)

With MTS Prepaid Wireless you get a free online service that allows you to manage your account over the Internet:

- Top-up your Prepaid account using a:
  - Credit Card
  - Interac® Online
  - Prepaid airtime card/PIN number
- Change your rate plan (after topping-up your account)
- Activate features
- Sign up for a monthly plan
- Update personal information
- Top-up your account automatically

For more information on how to use your online account, please turn to page 12 for details.

Online Account Auto Top-Up

With Auto Top-Up, you will never have to remember to top-up your minutes again!

Set up your account in one of two ways:

- Top-up whenever your balance dips below $5

OR

- Top-up on a certain day of the month every month

Visit **mts.ca/prepaidaccount** to try it out today

Note: If you subscribe to a monthly plan, the auto top-up date and expiry date of the monthly plan may not always coincide.

Prepaid Cards

Airtime Cards

MTS Prepaid Wireless phone airtime is available in four denominations and each has its own expiry date.

Denominations	Expiry Dates
$15	30 days
$30	60 days
$60	90 days
$100	365 days

iPad Plan customers

The following amounts are available to you online or by phone.

iPad Plans	Denominations	Expiry Dates
Tablet Starter	$15 (250MB/month)	30 days
Tablet Plus	$35 (5GB/month)	30 days

Prepaid Pay-Per-Use Plans

With a variety of rate plans available, you choose the MTS Prepaid Wireless Plan that meets your calling needs.

Please visit **mts.ca/prepaid** for current Prepaid Plan rates.

Rate Plans		Evenings & Weekends	Anytime 60	Anytime 15/30
For $15 you get		Up to 750 evening & weekend minutes	Up to 60 anytime minutes	Up to 40 anytime minutes
Rates	Daytime (8am - 8pm)	$0.40	$0.25	$0.36
	Evenings (8pm - 8am)	$0.02		
	Weekends (Friday 8pm - Monday 8am)			
Long Distance originating in Manitoba	Canada	$0.40		
	U.S.	$0.50		
Included Features		• Voicemail • Call Display • Free incoming text messages • Online account management • Auto top-up automatic credit card top-up • Call Waiting • Conference Calling		

All rates are per minute. Rates subject to change without notice. Anytime 60 Airtime is only available when adding a $60 Airtime Card. For applicable roaming rates, please see p. 14.

Prepaid Monthly Plans

With our new Prepaid Monthly Plans, you get more of what you want for less. Choose the monthly plan that suits your needs. Please visit **mts.ca/prepaid** for current Prepaid Monthly Plan rates.

Voice	Monthly Unlimited Text Plan	Monthly Evening Calling Plan
Price	$20.75/month	$25.75/month
Included Minutes	Unlimited 3pm to 6pm	Unlimited 6pm to 8am
Text Messaging	Unlimited Canadian text messaging included	Not included (pay-per-use rate applies)
Mobile Web	Unlimited Mobile Web browsing included*	Not included (regular rate applies)
Regular Airtime Rates (outside included minutes)	$0.25	$0.30
Roaming Rate**	$0.50	$0.50
Canadian Long Distance	$0.25 plus airtime	$0.25 plus airtime
U.S. Long Distance	$0.50 plus airtime	$0.50 plus airtime
Included Features	• Call Display • Conference Calling • Call Waiting • Voicemail	

* Available on select devices.
**All calls from your device that originate outside Manitoba (within Canada). Calls to the U.S. while roaming are $0.75/min

All rates are per minute. Rates subject to change without notice.

Prepaid Monthly Plans

Data	Monthly Data 100 Plan	Monthly Data 250 Plan	Monthly Data 300 Plan
Price	$25.75/month	$30.75/month	$35.75/month
Included Minutes	Unlimited 3pm to 6pm	Unlimited evenings 6pm to 8am	Unlimited evenings 6pm to 8am & weekends
Data	100MB	250MB	300MB
Text Messaging	Unlimited Canadian Text Messaging included		
Wi-Fi	Unlimited Wi-Fi at MTS Wi-Fi hotspots		
Regular Airtime Rates (outside included minutes)	$0.25	$0.25	$0.25
Roaming Rate**	$0.50	$0.50	$0.50
Canadian Long Distance	$0.25 plus airtime	$0.25 plus airtime	$0.25 plus airtime
U.S. Long Distance	$0.50 plus airtime	$0.50 plus airtime	$0.50 plus airtime
Included Features	• Call Display • Call Waiting • Conference Calling • Voicemail		

**All calls from your device that originate outside Manitoba (within Canada). Calls to the U.S. while roaming are $0.75/min

Available only on the HSPA and LTE networks. No rollover of voice or data.
All rates are per minute. Rates subject to change without notice.

Getting & Applying Prepaid Airtime

You can top-up your phone online, or by phone using your credit card or a prepaid airtime card. You can also use your Interac® Online to top-up online. For a list of locations where you can purchase a prepaid airtime card, please see the inside cover of this guide.

Online:

1. Log on to **mts.ca/prepaidaccount**
2. Select Top-up Account (left hand side of your screen)
3. Follow the on screen directions

By Phone:

1. Call **#TALK (#8255)** from your wireless phone or
1 888 283-1873 from any other phone
2. Follow the prompts to top-up your account
3. NOTE: Your default password for both numbers listed above is 1234

Note: If using a prepaid airtime card, you will need the PIN found on the card.

Use your Online Account to:

- Top-up
- Change your rate plan
- Activate Features
- Sign up for a Prepaid monthly plan
- Change your account information

To add online account management:

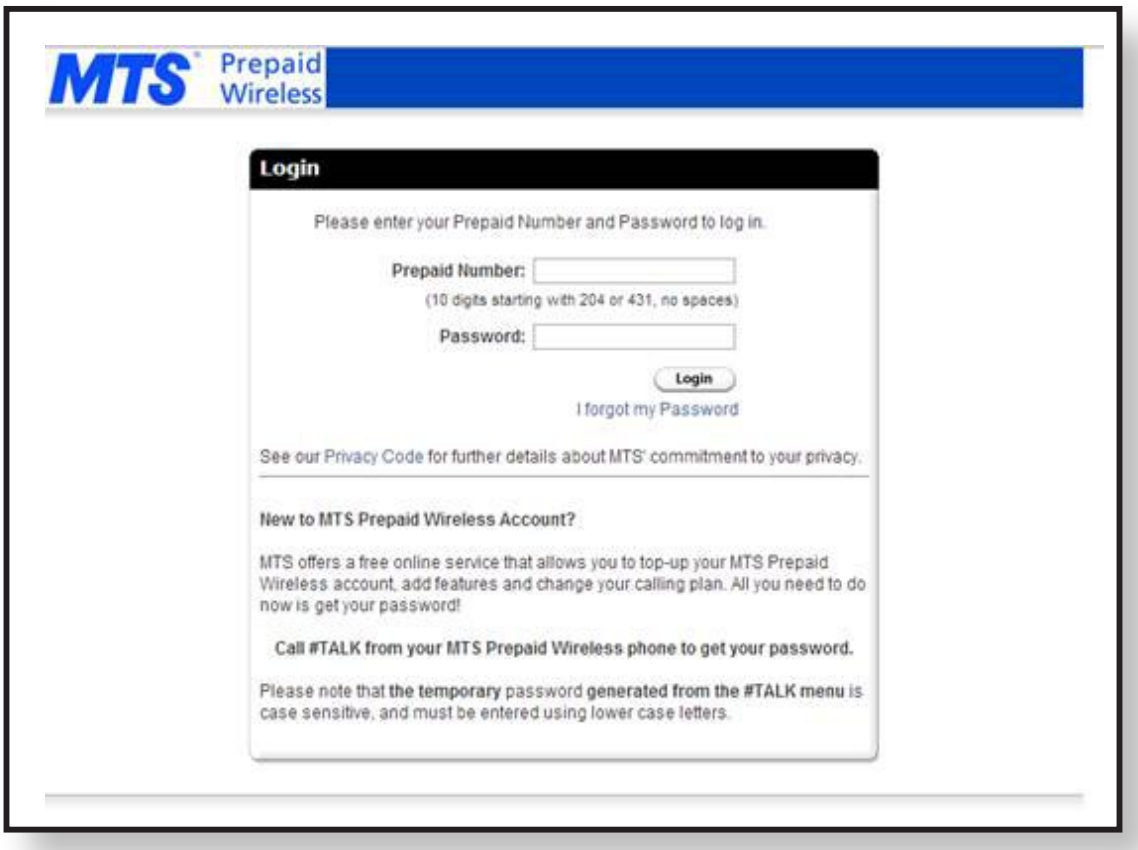
- Dial **#TALK (#8255)** from your wireless or **1 888 283-1873** from your home phone
- Use 1234 as your default password (if you have not reset it)
- Press 4 to access add/delete features
- Press 5 to add online account
- After adding online account, follow the instructions to get your temporary password to log in online

How to retrieve your password (if you have already added online account):

- Dial **#TALK (#8255)** from your wireless or **1 888 283-1873** from your home phone
- Press 4 to obtain your temporary password
- You can also get your temporary online account password when you activate your phone. This can be done in store or by calling **1 800 806-5819**.

Logging In To Online Account

Visit **www.mts.ca/prepaidaccount**


MTS Prepaid Wireless
Login
Please enter your Prepaid Number and Password to log in.
Prepaid Number:
(10 digits starting with 204 or 431, no spaces)
Password:
Login
I forgot my Password
See our Privacy Code for further details about MTS' commitment to your privacy.
New to MTS Prepaid Wireless Account?
MTS offers a free online service that allows you to top-up your MTS Prepaid Wireless account, add features and change your calling plan. All you need to do now is get your password!
Call #TALK from your MTS Prepaid Wireless phone to get your password.
Please note that the temporary password generated from the #TALK menu is case sensitive, and must be entered using lower case letters.

Upon your first visit, you will be asked to enter your 10-digit phone number (starting with 204), and your online account password.

Forgetting Your Online Account Password

In the event that you are unable to remember your security code when trying to reset your online account password, please note that you are able to reset your password through the #TALK menu.

- Call **#TALK (#8255)**
- Your default password is 1234 if you have not reset it
- Press 6 to reset your online account password
- Make sure to write down your new password

Using Your Phone Across Canada

You can use your MTS Prepaid Wireless phone in most major Canadian centers. Visit **mts.ca/prepaid** for a map of coverage across Canada and current prepaid plan rates.

Roaming in Canada		Evenings & Weekends	Anytime 60	Anytime 15/30
Roaming Rates	Daytime (8am - 8pm)	$0.50	$0.50	$0.50
	Evenings (8pm - 8am)	$0.50	$0.50	$0.50
	Weekends (Friday 8pm - Monday 8am)	$0.50	$0.50	$0.50
Long Distance Rates	Canada	$0.50	$0.50	$0.50
	U.S. (Roaming rate + $0.50)	$0.90 (Daytime) $0.65 (Evenings & Weekends)	$0.75	$0.86

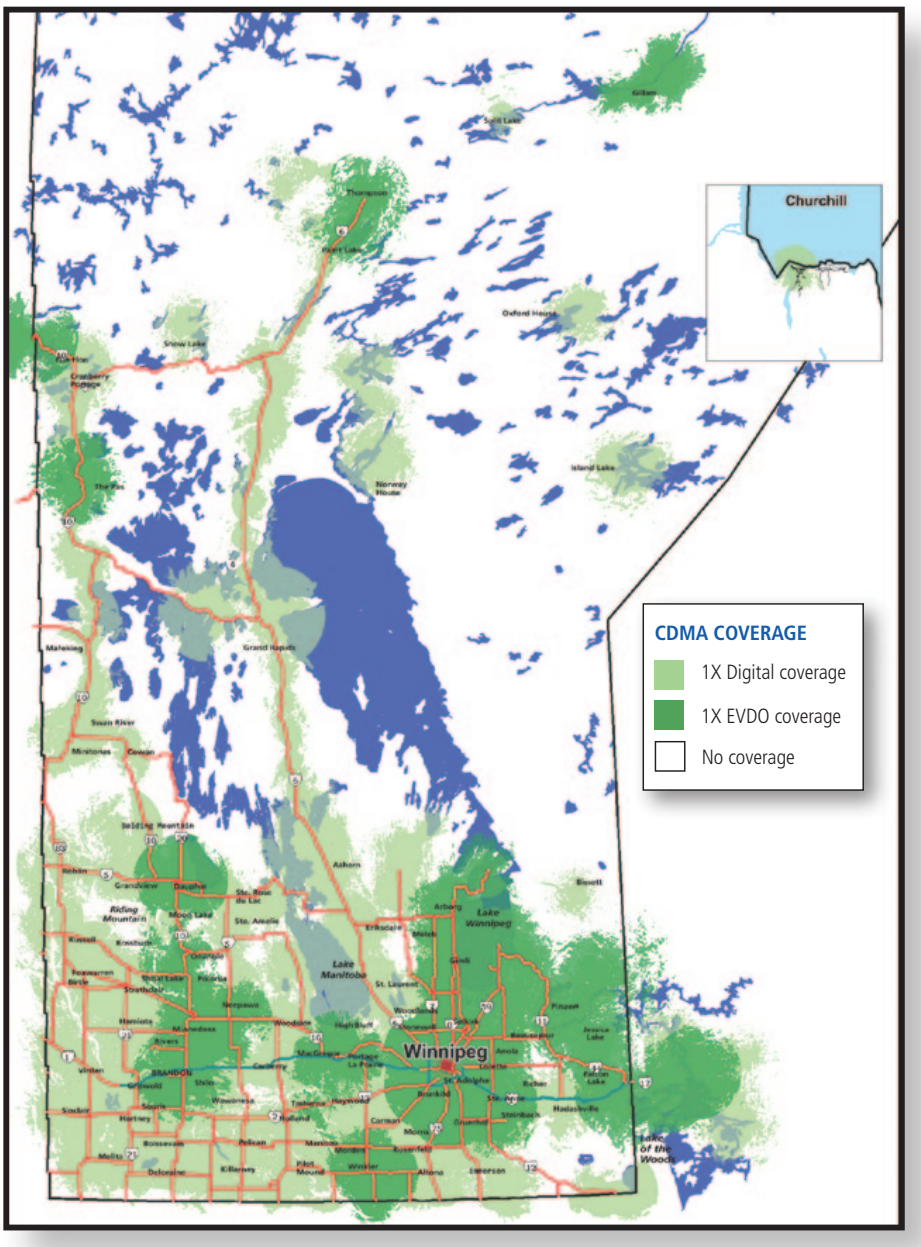
Calls to the U.S while roaming in Canada are 50¢ + applicable Airtime

All rates are per minute rates. Rates subject to change without notice. Anytime 60 is only available when adding a $60 Airtime Card.

CDMA Coverage

Manitoba

Visit **mts.ca/prepaid** for details about coverage and roaming in Manitoba.

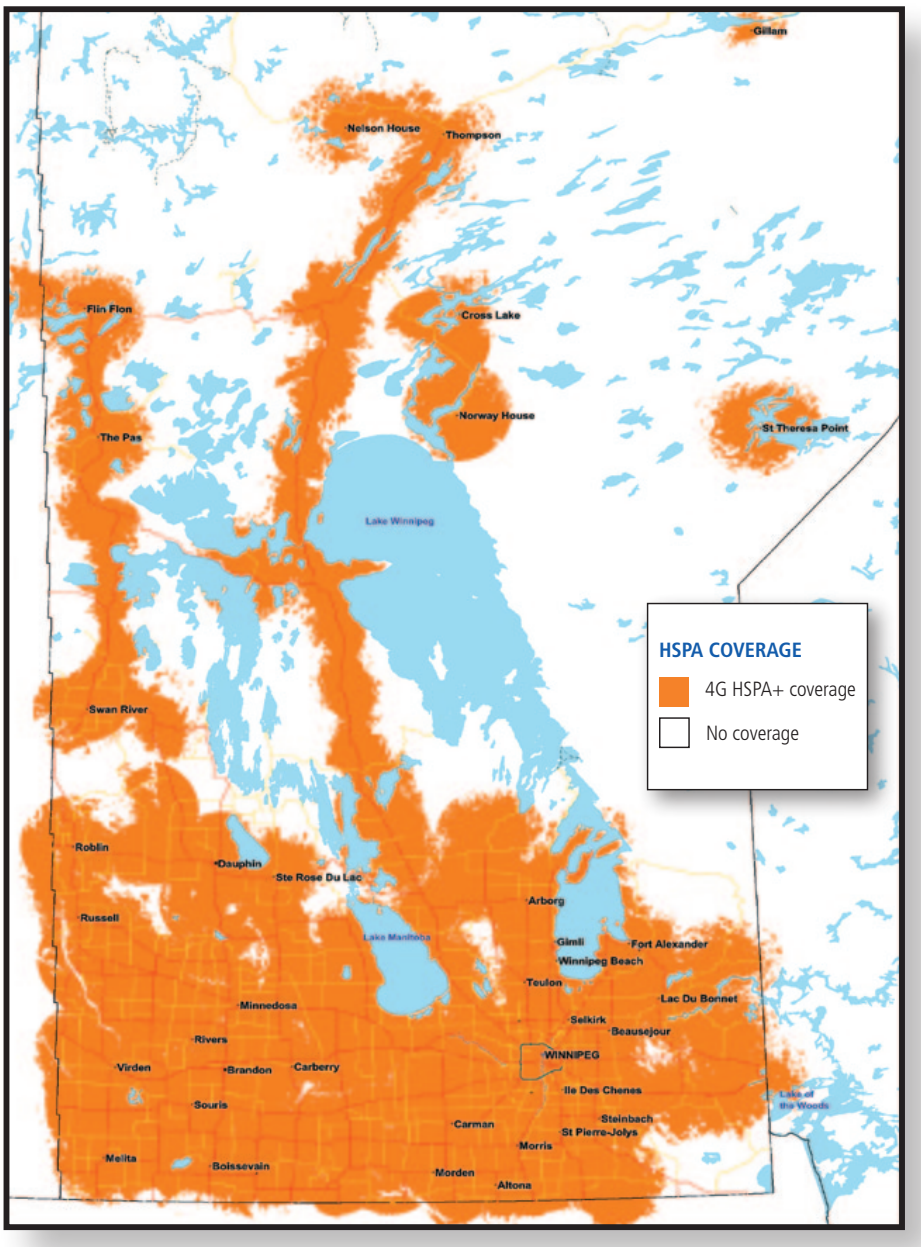


Please remember that you will generate additional charges when using your phone outside of Manitoba.

HSPA Coverage

Manitoba

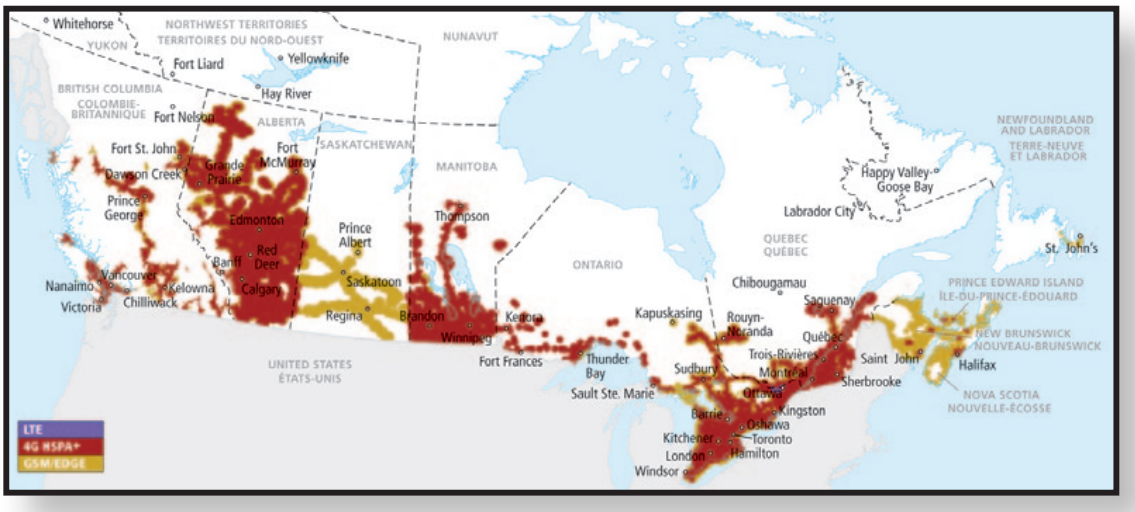
Visit **mts.ca/prepaid** for details about coverage and roaming in Manitoba.



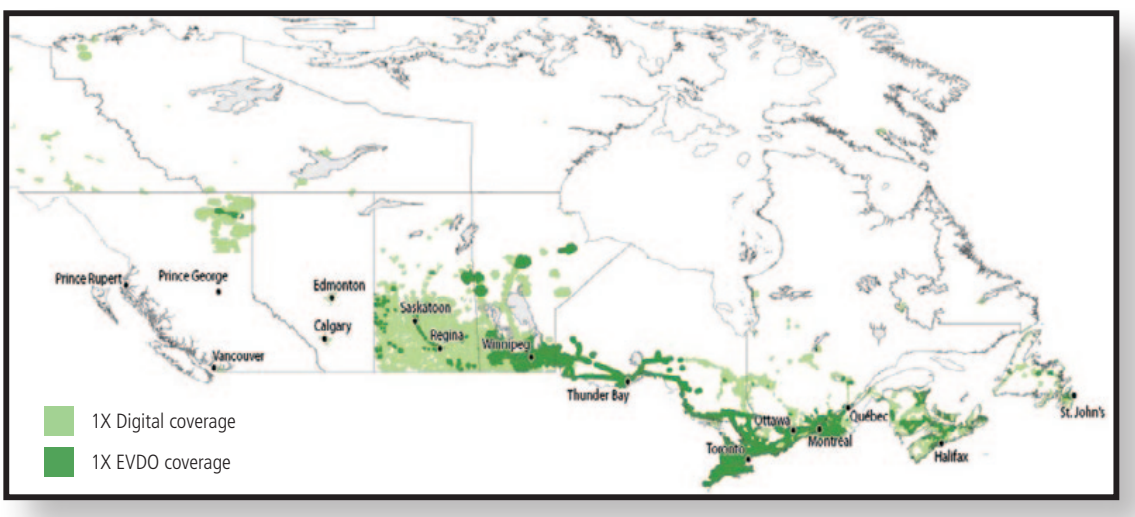
4G Network available with an HSPA enabled device and SIM card. Actual coverage may vary depending upon customer equipment, antenna placement, topographic and weather conditions. Please remember that you will generate additional charges when using your phone outside of Manitoba.

Canada Coverage

HSPA



CDMA



Please note that your prepaid phone will not have coverage outside of Canada.
Visit **mts.ca/prepaid** for details about coverage and roaming in Canada.

Free Features

The following features are available on your MTS Prepaid Wireless phone at no additional monthly charge.

Your Password

A password is a security feature that has been added to your MTS Prepaid Wireless account. Your password must be 4 to 7 digits in length and will allow you to make changes to your account through the **#TALK (#8255)** menu, such as changing a rate plan or adding or removing a feature. You will also use this password to access your voice mailbox. If you change your password in the **#TALK (#8255)** menu, your voicemail password will also automatically update. Default password is 1234.

Call Display

Always see who's calling before you answer. Call Display is a free service. To add it to your prepaid account, press 4 on the **#TALK (#8255)** main menu.

Voicemail

Voicemail lets others leave you a message when you're busy, your phone is off, or if you just don't want to answer! Voicemail provides up to 3 one-minute messages that are stored for 3 days from date of retrieval.

To add Voicemail to your account at no extra charge, follow these simple steps:

1. Press 4 on the **#TALK (#8255)** main menu.
2. Dial *97. Note that your password will be the same as the password you use for the **#TALK (#8255)** menu.
3. Once you have it set up, you can listen to your messages by dialing *97 from your MTS Prepaid Wireless phone.

Regular airtime charges will apply while you are using this feature.

Conference Calling

Talk to two people at the same time when you have to, or just because you can.

How to Use Conference Calling

1. Press (SND) to put your call on hold.
2. Dial the number of the party you want to add.
3. Press (SND).
4. When your party has answered and is ready, press (SND) again to add on the first call.
5. Press (SND) to disconnect the second call when you are finished and want to continue with the first call, or press (END) to disconnect both calls.

Regular airtime charges will apply to both calls.

Call Waiting

Never miss a call while on the phone. Call Waiting allows you to answer a second call without hanging up on your first call.

To use Call Waiting to talk to your second caller:

1. Press (SND) to talk to the second caller.

2. Press (SND) again to alternate between the first and second callers, until either one hangs up.

3. Press (END) to end each call.

Regular airtime charges will apply to both calls.

International Calling

Call family and friends all over the world right from your MTS Prepaid wireless phone. Visit **mts.ca/prepaid** for a complete list of international rates.

MTS Prepaid Wireless Calling Features*

Have fun with your phone and do more than just talk!

Text Messaging service

Text messaging lets you keep in touch with your friends all the time. You can send and receive text messages to anyone on any major wireless network in Canada and the U.S.

How to send a Text Message to another phone:

Cellphone-to-cellphone

- On your cell, go to the main menu, find the Message or Mail function, and indicate OK.
- Select Text Message or New Message, and indicate OK.
- In the Address or Send To or Phone Number screen enter the 10-digit wireless number or short code that you are texting and indicate OK.
- In the Message screen, enter your message using the letters on the keypad, and then indicate OK.
- Press the Send Message key and your message will be sent.

Wireless phones will automatically receive messages while the power is on and within most coverage areas. Text messaging is not available within all coverage areas. Messages will be held for three days, after which they will automatically be deleted.

*Note: Not all handsets are compatible with all Calling Features. Refer to your manufacturer's guide for additional information on compatibility with your handset.

Prepaid Data Add-ons

MTS Prepaid Wireless service now offers the ability to add data to your HSPA smartphone or internet stick. Data expires at the end of 30 days. Optional 30-day renewal by automatic debit to your prepaid account or credit card available.

Price	$10/month	$25/month	$45/month
Included Data	100MB	500MB	1GB
Wi-Fi	Unlimited Wi-Fi at MTS Wi-Fi Hotspots		
Canadian Roaming Rate	$0.50/MB outside of Manitoba within Canada*		

* Requires account balance. Available only on MTS Prepaid HSPA devices.

Text Messaging Packs

Keep in touch for less with new Text Messaging Packs for MTS Prepaid Wireless. Starting at only $5, you're sure to find a Text Messaging Pack to meet your texting needs. Choose from packages of 50, 250 or 2500 messages and get texting! It's simple and fun.

Number of Texts included	Price
50	$5
250	$10
2500	$15

And the best part? Your unused messages will not expire! Your Text Messaging Pack will roll forward with your account balance as long as you keep topping up with airtime.

Signing up is easy

Sign up by dialing **#TALK (#8255)** and then pressing 7, or by visiting **mts.ca/prepaid**.

Pay-per-use Text, Text to email, International text rates

Text message charges are as follows:

Text Message Type	Rates
Sent Canadian Text Messages	$0.40 per message
Received Text Messages	Free
Text Sent to Email Accounts	$0.40 per message
Sent International Text Messages	$0.40 per message

Rates subject to change. International text messages are messages sent from Canada to a device activated with a non-Canadian provider.

Mobile Web service (CDMA only)

Surf the Internet from your wireless phone to find the information you want – when you want it. With your Mobile Web service, you have access to popular and continually updated sites and information including:

- Current local movie listings
- MTS Centre info
- Weather & highway conditions
- Email
- Games
- Variety of local content

To add Mobile Web service to your prepaid account, press 4 on the **# TALK (#8255)** main menu. There is a $2 setup fee to add this feature. After this, it will cost you $0.40 per day.

For a complete list of content available on your Mobile Web service, visit **mts.ca/prepaid**.

How to download Ringtones, Screensavers & more!

Personalize your phone with the latest ringtones and screensavers. Using your phone, just follow these easy steps:

1. Launch your phone's Mobile Web

2. Select Get Stuff Downloads

3. Browse the available ringtones, choose one and download it to your phone following the on-screen instructions.

The cost of the download will be deducted automatically from your account. Please note that if you do not subscribe to Mobile Web or Data, there will be an additional $0.50 download fee.

Media Messaging

On select hardware you can take pictures or digital video and send them instantly to friends and family.

CDMA: Our Mobile Web service must be activated to send and receive picture or video messages.

Sharing pictures is easy, they can be sent to:

- any email address
- all major Canadian carriers and select U.S. carriers with a capable phone

Charge is $0.50 per message, plus data usage.

Emergency Services, E-911 Service, Message Relay Service

Emergency Services Enhanced E-911

The Emergency Services Enhanced E-911 feature provides you with access to emergency services from your MTS Prepaid wireless phone. The 9-1-1 dedicated network, provided by MTS, includes the technology to route a 9-1-1 call to the correct central answering center. Information about the caller, including their wireless number and the location of the nearest wireless tower, (providing the caller is in a 9-1-1 serving area) would then be forwarded to the correct emergency response agency. With Enhanced 9-1-1 services, emergency operators are also able to view your Prepaid Wireless number should a call to 9-1-1 be disconnected when in a 9-1-1 serving area.

Effective February 1, 2010, MTS will be implementing some changes to its existing Wireless E-911 service. MTS customers will now have access to an Enhanced E-911 service. This enhancement will help emergency operators to better locate callers who dial 9-1-1 from a mobile phone.

Are there limitations?

The A-GPS technology may not be able to provide the exact location of the 9-1-1 call and will depend on many factors. Please visit **www.mts.ca/cellphonesafety** for more information.

Who is eligible:

- Customers inside the MTS Wireless Network coverage area and in a landline E-911 servicing area.
- Customers with mobile phones that are Assisted-Global Positioning System (A-GPS) capable.

Please consult our website at **mts.ca/WirelessE911** for more information.

Message Relay Service (MRS)

Message Relay Service (MRS) allows specific conversations to take place over a regular phone line using a keypad and an operator. Each month 75¢ will be deducted from your MTS Prepaid Wireless account for these features.

Cell Phone Safety

In the unfortunate event that you need to call 9-1-1, there are some very important safety tips that are worth remembering to ensure that you receive the help that you need:

- The operator may not know your wireless number or location, so please provide both your 10-digit phone number and a detailed description of the surrounding area (e.g. exit numbers, street signs, landmarks)
- Indicate the emergency that you are calling about and the emergency services required
- Wait for the operator to tell you it is okay to hang up
- Leave your phone on so that the operator can call you back

Please note: Not all local governments in Canada operate 9-1-1 systems. Wireless carriers will try to route 9-1-1 calls to an appropriate call-taking agency (the local police department, for example) in areas where no 9-1-1 service exists. However, if you routinely use your mobile phone in areas where a 9-1-1 system does not exist, you should know the phone numbers for local police, fire and ambulance services.

To ensure that you do not accidentally call 9-1-1, please do not program 9-1-1 into your phone.

Texting During an Emergency

Most mobile phones can send text messages, but remember that you cannot send text messages to 9-1-1.

During a large-scale emergency, such as a natural disaster, voice networks can become congested or overloaded with an influx of mobile phone voice calls. This can result in people not being able to speak with those they want to contact, such as friends or loved ones. In some rare instances, congestion on the voice network can also hinder communications among emergency service personnel.

Text messages, however, use less network capacity than normal mobile phone voice calls and may be more reliable for brief communication with friends or loved ones during emergencies. So, even if a network is congested with voice calls, a text message to a friend or loved one may have a higher likelihood of getting through sooner than a voice call. And equally as important, by texting during an emergency, you are freeing up the voice lines for emergency officials to use.

Last Note

If you ever decide you would rather have the convenience of a monthly bill, check out our latest postpaid wireless deals at **mts.ca/mts/personal/wireless/wireless+plans**.

With free long distance in Manitoba to all MTS Wireless customers, we have the plan to suit your needs.

Need more help?
You can always call us at **204 225-5687 (204 CALLMTS)** or at **1 800 883-2054**.

Monday to Friday:	8:00am - 6:00pm
Saturday:	9:00am - 5:00pm

If you have any complaints about our service, please contact **MTS Customer Care at 225-5687 (204 CALLMTS)**

If you're not satisfied, you can contact the MTS Advocates Office - **PO Box 6666, RM CC100R, Winnipeg, Manitoba, R3C 3V6**

If your complaint is not resolved to your satisfaction, you can contact the **Commissioner for Complaints for Telecommunication Services (CCTS) - www.ccts-cprst.ca**

For a copy of the CRTC's Wireless Code, please visit **www.mts.ca/wirelesscode**

For a copy of our Excessive Use Policy, please visit **www.mts.ca/excessiveuse**

Terms and Conditions

These terms and conditions outline the agreement between MTS Inc. ("MTS") and you, the customer, with respect to the Service. The term "Service" means the Prepaid Wireless service (including wireless calling or data service), and telecommunication services in connection therewith, being provided to you by MTS. Where provided to you, this agreement must be read in conjunction with the MTS Prepaid Wireless User Guide (the "User Guide") and the terms and conditions on the back of any MTS Prepaid Card (the "Card") or other plan details provided to you by MTS.

Other Applicable Terms of Service - Should you use the Service in any way that involves access to the Internet, you will be subject to MTS's standard terms and conditions applicable to Internet access, which may be viewed on MTS's website at www.mts.ca, or will be provided upon request.

Effective Date - Once MTS activates you to the MTS Network, these terms and conditions become effective and shall continue until you are deactivated from the MTS Network, for whatever reason including, but not limited to, termination or suspension of the Service or this agreement. As of the effective date, this agreement cancels, replaces and supersedes all existing and contemporaneous agreements, representations and understandings, written or oral, between MTS and you relating to the Service.

Acknowledgement - By using the Service, you acknowledge that: (i) if applicable, you have received a copy of the User Guide and the Card; (ii) you have read all the terms and conditions in connection with these terms and conditions and, if applicable, the User Guide, the Card and your wireless device and accept those terms; and (iii) the information you provided to MTS is up-to-date and accurate and you agree to notify MTS of any change in the information provided.

Service Rules - You must only use the Service in compliance with the law and with all Service regulations MTS issues or adopts from time to time. You may not use the Service for any illegal, interfering, annoying, offensive or dangerous purpose. For your own safety, and to protect the integrity of the MTS Network, you must only use authorized equipment on the Service namely, the equipment must be technically and operationally compatible with the MTS Network and must comply with the rules and regulations of Industry Canada. You must not resell, transfer or share the Service or any part of the Service and you shall not, and shall not permit anyone else, to reproduce, alter, adjust, repair or tamper with any signal, identification (including your wireless device's electronic serial number, the mobile identification number or other numbers) or transmission function or component of any wireless device used on the Service, unless specifically authorized by MTS in advance.

Third Party Applications/Services - MTS shall not be responsible or liable to you for any content, applications or services provided to you by a third party for use with your wireless device, even if MTS issues a billing statement to you for such content, applications or services on behalf of such third party.

Telephone Numbers - You will not own or have any property right to the wireless device number assigned to you by MTS. MTS reserves the right to change your wireless device number and any other wireless device identifiers such as electronic serial number, the mobile identification number or other numbers, from time to time, and in its sole discretion, without any liability whatsoever.

Service Interruption - The availability and quality of the Service will depend on the location of antenna sites and atmospheric, topographic and other conditions. The Service may also be disrupted due to maintenance, repair, or other network issues. MTS cannot guarantee uninterrupted or error-free Service, nor does MTS make any other representation as to coverage or quality of the Service.

Limitations of Liability - Except for physical injuries, death or damage to property caused by MTS's negligence, MTS is not liable to you or to any other person for the following:

- defects or failures in transmission;
- any damages, loss of profits, loss of property, loss of earning, loss of business opportunities, personal injury, death and property damage or any other loss, however caused, resulting directly or indirectly from or arising out of this agreement, the Service, use of the Service, including any 9-1-1 emergency service, roaming service or other services and features or from the use of the MTS facilities by other telecommunications carriers, or resulting from or arising out of defective equipment or hardware;
- any content transmitted or received on the MTS Network, including content that may be dangerous, defamatory or annoying or which may infringe upon a person's intellectual, privacy or other rights; or
- infringement of patents arising from combining or using your own facilities with MTS's facilities.

These limits apply to any act or omission of MTS, its employees, agents and persons for whom it is legally responsible for, which would otherwise be a cause of action in contract, tort or any other doctrine in law. These limitations do not apply to the disclosure of confidential customer information.

No Warranty - MTS does not guarantee the equipment, hardware, or the uninterrupted working of the Service or of any related equipment or hardware. MTS also makes no representations and give no warranties, express or implied, with respect to: (i) your wireless device or other equipment other than those provided by the manufacturer; (ii) the suitability for any particular purpose of the Service, your wireless device or any other equipment; and (iii) with respect to third party applications/services, the equipment, hardware or Service of any third party.

Indemnity - You will indemnify MTS from all damages, losses, expenses and any action, claim and judgment that may be made against MTS by anyone in connection with your use or misuse of the Service, any equipment or hardware used with the Service, or violation of this agreement. Please consult your device manufacturer's website for information on warranties available

Termination - MTS may, in its sole discretion, either terminate this agreement or suspend the Service, without notice or liability at any time if you are in default of this agreement or any other agreement with MTS, any MTS dealer or assignee. MTS also reserves the right to terminate the Service if you carry a $0 balance on your Prepaid Wireless account for more than 180 days, provided that such time period is subject to change without notice. You will be held responsible for all charges in connection with this agreement or any other agreement outstanding as of the date of termination or suspension, as the case may be. If there is remaining airtime, data or other service on the MTS Prepaid Wireless account at the time of termination or suspension, such credit

amount will be forfeited to MTS, in addition to whatever other remedies MTS may have recourse to at law. The SIM card from your device cannot be transferred to another type of device and may result in suspension of the Service.

Loss or Theft - It is your responsibility to notify MTS immediately if your wireless device is lost, stolen or destroyed. You will be responsible for replacing your handset in addition to all fees and charges incurred until MTS receives notification.

Privacy of Communications - MTS does not guarantee the privacy of any communications while you are using the Service or equipment.

Confidentiality - Unless you consent in writing or disclosure is pursuant to legal power, all information kept by MTS about you, other than your name and address, is confidential and will not be disclosed by MTS to anyone other than you or:

- A person who in MTS's reasonable judgment is seeking the information as your agent;
- Another telecommunications carrier or person provided the information is to be used for the efficient and cost-effective establishment or provision of telecommunications services, and disclosure is made on a confidential basis with the information to be used only for that purpose;
- On your request, to any person providing a directory assistance or listing service, provided that disclosure of information other than your name, address and listed phone numbers is made on a confidential basis with the information to be used only for such purposes;
- An agent retained by MTS in the collection of your account or to provide administrative services, provided the information is required for and is to be used only for that purpose;
- A law enforcement agency whenever MTS has reasonable grounds to believe that you have knowingly supplied MTS with false or misleading information or that you are, or anyone else using your equipment is, involved in unlawful activities directed against MTS.

Privacy - You acknowledge that MTS collects, uses and discloses personal information for the purposes identified in the MTS Privacy Code. These purposes are: (a) to establish and maintain responsible relations with customers and to provide ongoing service; (b) to understand customer needs; (c) to develop, enhance, promote or provide products and services; (d) to manage and develop MTS business and operations; and (e) to meet legal and regulatory requirements. You hereby consent to MTS collecting, using and disclosing your personal information in accordance with the MTS Privacy Code. The entire MTS Privacy Code may be viewed on MTS website at www.mts.ca/privacy, or will be provided upon request.

Direct Marketing - From time to time, MTS may use e-mail, text messaging, telemarketing and direct mail to inform you about products and services from MTS or related MTS companies. If you do not wish to receive these types of communications, please call 1-204-225-5687 (CALLMTS).

Text Messaging - A charge applies per text message regardless of whether the text message was delivered to the destination. You must have the minimum credit amount required by MTS on your Prepaid Wireless account to use this service. Please refer to the User Guide for more details. Text Messaging is only available on compatible digital wireless devices within MTS digital coverage area.

Prepaid Service - Cards can only be used in connection with the Service. Cards are non-refundable and non-transferable. MTS is not responsible for loss, theft or unauthorized use of any Card. When you deposit the Card value following the instructions on the back of the Card and in the User Guide, or use a credit card or ABM to make a deposit, you get the value as credits in your Prepaid Wireless account. Cards are valid for use until expiration indicated on the Card, or, in the case of credit card or ABM deposits, are valid for use until expiration as communicated to you at the time of deposit. Airtime and other rates are established at time of deposit of the Card value into your Prepaid Wireless account.

No-Commitment Plans - No-commitment monthly data plans can also be established. The activation date of such a plan will establish your first "Plan Month". MTS will charge the applicable monthly plan fee upon activation and at the beginning of each Plan Month thereafter until you terminate or change the Service. Any included Service not used during the Plan Month will be forfeited to MTS. If you use all included data before the end of a Plan Month, you may purchase more of the Service by selecting another plan option. By doing so, you will establish a new Plan Month.

Changes - Expiry dates are subject to change without notice and the rates Cards and Prepaid Wireless service features and pricing are subject to change without notice.

Complete Agreement - Terms of use and policies posted www.mts.ca are incorporated in this agreement.

Governing Law - This agreement shall be governed by and construed in accordance with the laws applicable in the Province of Manitoba.

mts.ca/prepaid

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